



**Reduce Costs**  
**Optimise Productivity**  
**Improve Quality** } **Outsource IT**

**“Our primary goal is to enable our clients to optimise their business operations, whilst we provide them with prompt, professional and skilled IT services”**

**Ian Jackson, BCC Group,  
Business Development Manager**

## BCC Group

BCC Group specialises in the support, management and technical development of computer system solutions for small and medium sized companies in a wide variety of industries.

Established for over 17 years, with an extensive and impressive customer base, many of whom have retained our services for well over 10 years, we have steadily expanded our range of services by building and investing in a group of professional consultants, each bringing their own unique skills to form the team we have today. Together, our team brings a wide range of technical expertise, extensive experience and high quality services unmatched within the industry.

### Benefits

- *Spend less time managing your IT and more time focussing on your core business*
- *Comfort in knowing that your entire IT function is being managed by a professional third party organisation*
- *Confidence that professional expertise is available to ensure your internal business processes benefit from the available technology*

## The BCC Team

With personnel based in a number of regional locations throughout the UK we provide a comprehensive and tailored support function, ensuring that the level and type of service delivered is designed to meet each individual clients needs.

We pride ourselves on the relationships we build with our customers and when you call BCC Group you are connected directly to an appropriately qualified support consultant; there's no dealing with unqualified call centre staff before being put through.

## Benefits

- ❑ *Complete professional services covering all IT systems*
- ❑ *Qualified engineers available at all times*
- ❑ *Telephone support, remote assistance and on-site visits*
- ❑ *Preventative maintenance plans to avoid nasty surprises and costly down-time*

## **BCC Managed Services**

Our primary goal is to enable our clients to optimise their business operations, whilst we provide them with prompt professional and skilled IT services. We take time to understand your business and your expectations of the technology you depend on.

BCC Group works in partnership with you so that the services we deliver make your business more efficient and our flexible approach enables us to respond to your business growth.

### **Benefits**

- ❑ *Cost-effective Support of IT infrastructure and applications*
- ❑ *Full installation, set-up and technical support services, provided as part of a Managed Service*
- ❑ *A complete 'tailored' service from a single supplier, instead of item by item purchases, with opportunities for regular review and upgrade of equipment and services*
- ❑ *Predefined, reduced and predictable IT expenditure*

## It's your choice

Your IT Managed Services partner is more important than an ordinary supplier because you must rely on them to meet the demands of your customers. You must feel comfortable with their ability to deliver against your specific requirements and you should also feel happy about working with them. That's why BCC Group offers a range of service levels, to allow you to choose the service that suits your Company's requirements best, including response, access and proactivity.

Support Service	Essential Service	Premium Service	Proactive Service	Strategic Service
Availability	Weekdays 9 a.m. until 5 p.m.	Weekdays 8 a.m. until 6 p.m.	Weekdays 7 a.m. until 7 p.m.	365 days 24 x 7
Response	4 hours	2 hours	1 hour	1 hour
Pro-activity			Monitoring	Monitoring Change mgmt.
Service details	Ideal for non business critical systems where temporary loss of availability will not seriously impact the business.	Providing extended cover and a faster response time for business critical systems where problems need to be resolved as quickly as possible.	Monitoring and alerts instil proactivity into your system management, in addition to the premium service level but with responsiveness of one hour.	Our strategic service package combines proactivity with remote deployment of updates, service packs and configuration changes.

## A Customised Service

All of our service contracts are preceded by a mandatory Site Survey, in which your computing environment is audited, offering recommendations and resolutions on matters such as security, licensing, etc., providing immediate benefit to the customer.

Since every customer has unique requirements BCC Group offers the range of service options listed above. In addition you can create a customised service by selecting from the following range of additional services :-

### Additional Services

- ❑ *Options to extend the working day cover*
- ❑ *3<sup>rd</sup> party maintenance contract management & coordination*
- ❑ *On-line issue logging and tracking*
- ❑ *System performance reporting*
- ❑ *Secure remote access for issue diagnosis*
- ❑ *Disaster Recovery full service (planning and execution)*
- ❑ *Security patch notification*
- ❑ *Application support*
- ❑ *Database support*
- ❑ *On-site health-checks*

Please note that not all of the above options are available with all service levels.

For ultimate peace of mind, BCC Group offers all levels of service under cover of multi-year agreements, thus enabling you to plan and control your IT investment well into the future.

## Contacts

If you require more information or would like to talk to someone about your personal requirements, please don't hesitate to contact us.

You can call, e-mail or write to our Business Development Manager, using the contact details below :-

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## Customer Case Study



*The cooked ingredient company*



**“From BCC supporting one server back in 2001 we are now completely reliant on them for all our IT needs”**

**Andy Green, Finance Director  
TMI Foods Ltd.**

### **A BRIEF OVERVIEW :**

TMI Foods moved into the production of cooked bacon and other ingredients in 1993 after concentrating in previous years on the production of a variety of raw meat products. The first oven was installed in 1993. Due to the growth in demand for cooked bacon, TMI invested in a second oven a year later prior to opening an additional production facility in 1996. Continued investment has resulted in a further three ovens being installed by the end of 1999. The level of investment and variety of cooking processes has enabled TMI to also offer roasted vegetables, cooked sausage and an innovative range of cooked bacon rollers.

#### A Clear Focus on Quality and Consistency

TMI Foods expertise and resources have helped to build a unique reputation for cooked bacon and ingredients. The Company works closely with its' customers to manufacture products to precise specifications and are committed to making a real difference to customers competitive edge by supplying portion controlled food-safe products. This requires selecting the best raw materials and combining them with the latest technology and production methods. TMI believes they are the only supplier in the marketplace with the capability to cook via one of three processes - convection, microwave or infra-red.

The result is quality, cost effective products to a consistently high standard.

### **THE PROBLEM :**

TMI Foods were the smallest division of a £200M food Group. The Group decided to install a common business system across all divisions. As there was no dedicated IT Department at TMI Foods a resource had to be identified to enable installation of the new server and software, ongoing support & maintenance and the establishment of a Disaster Recovery procedure.

TMI Foods selected BCC Group based on their relationship with the supplier of the application software and their experience and credibility in the providing IT Support and Solutions.

### **THE SOLUTION :**

BCC successfully implemented the new business system on time and within budget. A subsequent server crash, due to a hardware failure, presented the opportunity for BCC to demonstrate that the disaster recovery procedures worked effectively. The incident also underlined BCC's commitment to their customer by a member of staff staying on site all night until the server was fixed. As a result of their performance in dealing with the problem, TMI decided to use BCC for the maintenance and support of all their IT equipment which now comprises 4 servers, 40 pc's & various other equipment.

## **THE RESULTS :**

Outsourcing the management of the IT infrastructure to BCC has enabled TMI to control IT investment aligned to core business objectives through a period of sustained growth. This has been achieved without having to employ a specialist IT Manager who most likely would not have the wide range of skills available from BCC.

TMI users call the BCC support desk directly to log any issues and this has greatly speeded up the resolution of problems. The service response on everyday matters allows the staff at TMI to get on with their jobs rather than having to think about IT.

TMI have also used BCC for a number of other projects including supplying and setting up hardware, database solutions and work on their website.

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BCC have personnel based in a number of regional locations throughout the UK, providing individually tailored support functions to a number of companies, ensuring that the level and type of service is designed to meet each individual clients' needs. Our goal is to enable our clients to optimise their business operations and maximise returns from their core competence, whilst we provide them with prompt, professional and skilled IT services.



**For more information about BCC products and services in general or this Case Study in particular, please contact:-**

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## Customer Case Study



### C6 Solutions

Our Experience – Your Solution



**“It is a given our Manufacturing Team will deliver the planned performance. BCC ensures the I.T. systems don't let them down”.**  
**- Andrew Barry Financial Controller**

#### THE CUSTOMER :

C6 Solutions have been making chemicals and supplying customers worldwide for over 80 years. Our 74 hectare site at Castleford, West Yorkshire, is one of the best equipped in the business. We have in excess of 500m<sup>3</sup> reactor capacity including pilot and small scale plant and can produce products in any quantity, from a few kilos to several thousand tonnes.

We are committed to producing quality chemicals, safely and efficiently and to delivering the services and solutions that satisfy the specific chemistry needs of our customers. Our experience in single and multi-stage synthesis is considerable our collateral provides visitors with an introduction to our capabilities and expertise.

#### THE PROBLEM :

Commercial pressures required a step change in both the analysis of our performance and the timeliness of such analysis. Sophisticated I.T. systems provided the solution for C6. Supporting these systems in-house did not make economic sense. BCC did.

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#### THE SOLUTION :

BCC provides C6 Solutions with Managed Services supporting IBM AS400, Sun Sparc and Compaq Alpha machines running critical Plant Maintenance, Quality and ERP systems. Disaster recovery is also provided for these platforms.

Support is provided 24 hours a day, 7 days a week, 365 days a year and provides a proactive approach to minimising user-reported faults and maintaining 99.9% system up-time.

C6 IT staff are now able to concentrate on moving the company forward and Internal IT Staff holidays and absence are no longer our concern.

#### THE RESULTS :

We have reduced our management reporting cycle by more than 50% and the uptime of our main I.T. systems is at an historical high.

The internal I.T. culture has moved from 'fire-fighting' to one of managed development and reduced support costs have released finance for internal skills development.